

To the Members of the California State Assembly:

I am returning Assembly Bill 865 without my signature.

This bill would require specified state agencies to answer incoming telephone calls on their main public lines with a live customer service agent within ten rings.

Good customer service is an essential part of good state government. My Administration strives to ensure that our constituents receive the best customer service possible, even in tight fiscal times such as these. To that end, each Agency impacted by this bill has practices in place to address the needs of its particular constituents. The inflexible mandate proposed by this bill is not only unnecessary but places fiscal burdens on the state at the most inopportune of times.

Sincerely,

Arnold Schwarzenegger